

Topic	Question	DDA Response	Posted
Service Delivery Flexibility - Self-Direction	What DDA resources are available to support participants self-directed services during this State of Emergency?	<p>The DDA has requested permission under the federal emergency Appendix K authority for the Fiscal Management Services (FMS) provider to authorize up to \$2000 above the currently authorized self-directed budget to support any of the following during the State of Emergency:</p> <ul style="list-style-type: none"> (1) increased need in services (e.g., Personal Supports, Community Development Services); (2) increase Support Broker hours, (3) Staff Recruitment; and (4) Personal Protective Equipment/Supplies. <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Service Delivery Flexibility - Self-Direction	What resources are available to support self-directed services staff that are not working due to the COVID-19 Virus?	<p>As the employer of record, the participant or their authorized representative have the same options available to providers and businesses including paid time off, furloughs, and layoffs.</p> <p>The DDA has requested permission under the federal emergency Appendix K authority to allow for payment to staff (referred to as a "retainer payment") when participants are not receiving planned services under the self-directed services delivery model due to the State of Emergency. The DDA has requested permission for the following services:</p> <ul style="list-style-type: none"> a. Employment Services, Supported Employment, Community Development Services, Career Exploration, and Day Habilitation, up to 30 days for a maximum of 120 hours unless otherwise authorized by the DDA. b. Personal Supports, up to 30 days for a maximum of 120 hours up to the authorized limit, unless otherwise authorized by the DDA. <p>Therefore, budget modifications for paid time off, furloughs, and layoffs may not be needed at this time as we hope to have federal approval for the retainer payment that can be used. The DDA will share additional guidance once approved.</p>	4/3/2020

Topic	Question	DDA Response	Posted
Service Delivery Flexibility - Self-Direction	Can the DDA provide support for participants self-directing services who do not have or have limited paid time off for staff?	<p>Yes. During the current public health emergency, the Developmental Disabilities Administration (DDA) is authorizing the ARC of Central Chesapeake Region and Medsource Financial Management Services to process and pay all self-directed staff Paid Time Off (PTO) if the person's plan does not currently include PTO or have enough PTO in the budget. This applies to the following services Employment Services, Supported Employment, Community Development Services, Career Exploration, and Personal Supports provided as of March 13, 2020. The PTO cannot exceed the staff person's typical normal working hours. This is a temporary authorization and should not be construed to be a permanent authorization.</p> <p>This authorization will be honored by the DDA regardless of the final decision from the Center for Medicare and Medicaid Services (CMS) regarding the Appendix K</p>	4/3/2020
Service Delivery Flexibility - Self-Direction	What options are there to submit a self-directed budget modifications during this State of Emergency?	<p>The DDA, Coordinators of Community Services (CCS), Support Brokers, and Fiscal Management Services (FMS) providers are available to provide assistance.</p> <p>To expedite and streamline budget modification request during the State of Emergency, the DDA has requested permission under the federal emergency Appendix K authority to waive Regional Office approval for self-directed budget modification. The DDA is seeking permission so that the FMS can immediate authorize and process budget modification in accordance with a participant's current authorized budget for:</p> <ul style="list-style-type: none"> a. Changes within current services authorized by DDA, and b. Changes from current service authorized to a new service. <p>The DDA will share additional guidance once approved.</p>	4/3/2020

Topic	Question	DDA Response	Posted
Provider - Retainer Payments	What DDA resources are available to support providers that are closed or unable support participants due to the State of Emergency?	<p>The DDA has requested permission under the federal emergency Appendix K authority to allow for payments to DDA providers (referred to as COVID-19 "retainer payment") when participants are not receiving planned services under the traditional services delivery model as follows:</p> <ol style="list-style-type: none"> 1. Employment Services, Supported Employment, Community Development Services, Career Exploration, and Day Habilitation, up to 30 days 2. Personal Supports, up to 30 days for a maximum of 120 hours within the authorized limit, unless otherwise authorized by the DDA 3. Community Living - Group Home, up to 30 days 4. Supported Living, up to 30 days <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Rates	Can DDA increase service rates to support people who have the COVID-19 Virus?	<p>The DDA has requested permission under the federal emergency Appendix K authority to increase rates for supporting participants that tested positive for the COVID-19 virus, and therefore are quarantined, to account for:</p> <ol style="list-style-type: none"> (1) excess overtime of direct support professionals to cover staffing needs; and (2) additional infection control supplies and service costs. <p>These services are: Community Living - Group Home, Supported Living, Shared Living, Personal Supports, and Nursing Services (e.g. Nurse Health Case Management & Delegation Services, Nurse Consultation, and Nurse Health Case Management).</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Service Delivery Flexibility - Traditional	What DDA resources are available to support residential providers that are now providing services during the day due to meaningful day closures?	<p>The DDA has requested permission under the federal emergency Appendix K authority to authorize additional shared supports in each group home, based on the participants' needs, as follows unless otherwise authorized by the DDA:</p> <ol style="list-style-type: none"> 1. Up to 8 additional hours in a home serving up to three participants; 2. Up to 16 additional hours, in a home serving up to five participants; and 3. Up to 24 additional hours, in a home serving up to nine participants. <p>The DDA will share additional guidance once approved.</p>	4/3/2020

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Provider Financial Resources	What State and federal resources are available to providers?	<p>There are several State and federal resources available to providers including but not limited to:</p> <p>1- Covid-19 Layoff Aversion Fund - http://www.labor.maryland.gov/employment/covidlafund.shtml</p> <p>2- Maryland Small Business COVID-19 Emergency Loan Relief - https://commerce.maryland.gov/fund/maryland-small-business-covid-19-emergency-relief-loan-fund</p> <p>3- Maryland Small Business COVID-19 Emergency Relief Grant Fund - https://commerce.maryland.gov/fund/maryland-small-business-covid-19-emergency-relief-grant-fund</p> <p>4- United States Small Business Administration - https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources</p>	4/3/2020
Service Setting - In Homes	Can services typically provided in the community be provided in homes during the State of Emergency?	Yes. The DDA has requested additional permission under the federal emergency Appendix K authority to provide services in a person's home. This includes family homes and DDA licensed residential sites. The DDA will share additional guidance once approved.	4/3/2020

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Service Setting - Hospitals and institutions	Can services and supports be provided for a person who is in a hospital or institution during the State of Emergency?	<p>Yes. The DDA has requested additional permission under the federal emergency Appendix K authority to allow for payment for services for the purpose of supporting waiver participants in an acute care hospital or short-term institutional stay when necessary supports (including communication and intensive personal care) are not available in that setting, or when the individual requires those services for communication and behavioral stabilization, and such services are not covered in such settings. We are requesting the ability to allow payment for communication assistance, behavioral supports, and personal care through the following services for purposes of supporting waiver participants who are in an acute care hospital or receiving a short-term institutional stay for the following services:</p> <p>Community Living - Group Home Supported Living Personal Supports Community Development Services Day Habilitation</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020

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Service Setting - Limits and Staff Ratios	Can provider exceed the current service setting limits for number of people that can be supported during the State of Emergency?	<p>Yes. The DDA has requested additional permission under the federal emergency Appendix K authority to temporarily modify setting requirements due to the need to support, separate, self-isolate, or quarantine people as following:</p> <p>Community Living - Group Home, Supported Living, and Shared Living</p> <ol style="list-style-type: none"> 1. Maximum number of individuals served in a service location may be exceeded to address staffing shortages or accommodate use of other sites as non quarantine or quarantine sites 2. Staffing ratios as required by licensure, service definition and/or a participant's person-centered plan may be exceeded due to staffing shortages <p>Day Habilitation and Community Development Services</p> <ol style="list-style-type: none"> 1. Staffing ratios as required by licensure, service definition, and/or a participant's person-centered plan may be exceeded due to staffing shortages. 2. The requirement to provide services in the community is suspended <p>Community Development Services</p> <ol style="list-style-type: none"> 1. The requirement that no more than 4 people can be supported at a time is suspended. They must be served remotely. 2. The requirement to provide services in the community is suspended. <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Service Setting	Can services typically provided in the a person's own home or residential provider site be provided in other locations due to the need to separate, self-isolate, or quarantine people during the State of Emergency?	<p>Yes. The DDA has requested additional permission under the federal emergency Appendix K authority to temporarily expand setting(s) where services may be provided . Due to possible need to relocate participants due to the need for separating, self-isolating, or quarantining, services may be provided in alternative settings (whether or not the setting has been surveyed by the State prior to use), including, but not limited to, hotels, schools, churches, other community established sites, alternative facility based setting, or the home of a direct care worker. The DDA will share additional guidance once approved.</p>	4/3/2020

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Service Setting - Out of State	Can services be provide out of State due to the need to support, separate, self isolate, or quarantine people during the State of Emergency?	Yes. The DDA has requested additional permission under the federal emergency Appendix K authority to temporarily provide services in surrounding states. Each participant's Coordinator of Community Services will monitor the provision of Waiver program services in out-of-state settings by contacting the participant via telephone on a monthly basis, at minimum. The DDA will share additional guidance once approved.	4/3/2020
Virtual Supports / Remote Support	Can DDA services be provided remotely during the State of Emergency?	<p>Yes. States have broad flexibility to cover telehealth through Medicaid, including the methods of communication (such as telephonic, video technology commonly available on smart phones and other devices) to use.</p> <p>The DDA has requested permission under the federal emergency Appendix K authority for this electronic method of service delivery (e.g., telephonic) allowing services that only require verbal cueing and/or instruction to continue to be provided remotely in the home and community settings.</p> <p>The following services based on needs of the participant and scope of services was submitted in our request:</p> <ul style="list-style-type: none"> • Behavioral Support Services including Brief Support Implementation Services • Case Management (i.e. Coordination of Community Services) • Community Development Services • Day Habilitation • Employment Discovery and Customization • Employment Services • Personal Supports • Supported Employment • Nursing Services <p>The DDA will share additional guidance once approved.</p>	4/3/2020

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Meaningful Day - Minimum Service Hours	Will there be any exceptions to minimum six (6) hour service requirement for Meaningful Day services under the traditional service delivery model during the State of Emergency?	<p>Yes. The DDA has requested permission under the federal emergency Appendix K authority to temporary suspend the six (6) hour requirement.</p> <p>In addition, the DDA has requested permission for meaningful day services to be provided any day of the week and exceed eight hours a day and 40 hours per week within a person's authorized budget.</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Nursing Services	What options are there to expedite nursing service request during this State of Emergency?	<p>The DDA has requested permission under the federal emergency Appendix K authority to temporary suspend DDA prior authorization for initial nursing services and increased delegation services. Nursing Services include Nurse Consultation, Nurse Health Case Management, and Nurse Case Management and Delegation.</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Behavioral Supports Services	How can behavioral plans be created during the State of Emergency?	<p>Behavioral Support Service providers can provide assistance remotely. In addition, the DDA has requested permission under the federal emergency Appendix K authority for a provider organization's director or MANDT trainer, who are not otherwise licensed to write Behavior Plans, be permitted to develop temporary "Emergency Behavior Safety Plans" to keep people safe when the person has to social isolate or is quarantined.</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Personal Supports	What flexibilities and options are available for providing Personal Supports during this State of Emergency?	<p>The DDA has requested permission under the federal emergency Appendix K authority to temporary suspend some requirements related to Personal Supports as follows:</p> <ol style="list-style-type: none"> 1. Allow legal guardians and relatives to be paid for greater than 40-hours per week for services without prior authorization by the DDA. 2. Allow Personal Support services to exceed 82 hours per week without prior authorization by the DDA within the authorized budget. 3. Allow participants to exceed their current authorization by the DDA within their overall authorized budget without prior authorization by the DDA. <p>The DDA will share additional guidance once approved.</p>	4/3/2020

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Respite Care	What flexibilities and options are available for receiving Respite Care services during this State of Emergency?	<p>The DDA has requested permission under the federal emergency Appendix K authority to provide up to an additional 360 hours specifically related to the COVID - 19 emergency.</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Support Broker	What flexibilities and options are available for receiving Support Broker services during this State of Emergency?	<p>The DDA has requested permission under the federal emergency Appendix K authority to provide up to 20 hours per month, unless otherwise authorized by the DDA, without prior authorization by the DDA specifically related to the COVID - 19 emergency.</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Transition Services	What DDA resources are available to support setting up a new residential site due to the need to self-isolate or quarantine people during this State of Emergency?	<p>The DDA has requested permission under the federal emergency Appendix K authority to provide up to \$5,000 for allowable Transition Services related expenses when there is a need for moving participants from one residence site to another residential location or site due to medical, behavioral, or quarantine challenges. Regional Office approval will be needed.</p> <p>The DDA will share additional guidance once approved.</p>	4/3/2020
Workforce - Staff Requirements	Can exceptions be made to the current service staff qualifications requirements during the State of Emergency?	<p>Yes. The DDA has requested permission to make adjustments or exceptions to the current staff qualifications and onboarding requirements under the federal emergency Appendix K authority. Request were made for the following areas:</p> <ol style="list-style-type: none"> 1. Staff licensing and certification requirements 2. Staff age requirements 3. Waiving High School or GED requirements 4. Expanding the use of legally responsible family members to include spouses and parents of minor children 5. Abbreviated Background Checks 6. Training requirements (e.g. DDA required training, PORII, MTTP, Nursing, Mandt) 7. Waiving Health Screen and PPD test 8. Exceptions to Maryland Professional Licenses 9. Exceptions for people self-directing services <p>The DDA will provide additional information and guidance once approved.</p>	4/3/2020

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Staff Training - MTTP/CMT	Will there be any extension or exceptions made for staff whose MTTP/CMTs with expired or are expiring certifications?	Yes. The Governor issued an Executive Order that no licenses and certifications would expire during the State of Emergency. An extension is given until 30 days past the ending date of the State of Emergency. Please see Maryland Board of Nursing Memo for additional guidance. Reference: Maryland Board of Nursing Memo at https://files.constantcontact.com/f401fd14401/7671d35b-9cab-4bff-8d42-e323fcef2946.pdf	4/3/2020
Delegating Nurses	Will there be any exception to the requirement for Delegating Nurses 45 day assessments?	Yes. The Maryland Board of Nursing (MBON) has issued a temporary extension of the 45 day assessment to 60 days during the State of Emergency. The MBON has not commented or made a statement about forgoing in person assessment as established in the COMAR regulations and the DDA does not have the authority to issue that change. However, it is the responsibility of the nurse to make decisions and take actions consistent with his/her obligation to provide optimal care and protect the health and safety of the people they support as well as their own health and safety. Therefore, during this State of Emergency, a nurse may make the decision to avoid an in-person contact based on their assessment of the person's health and their environment and conduct phone, skype, or other virtual means. Reference: Public Notice Suspensions of Certain Provisions and Regulations of the Nurse Practice Act	4/3/2020
Support Broker	Can Support Brokers provide other DDA services during the State of Emergency?	The DDA has requested permission under the federal emergency Appendix K authority for a temporary exception to the Support Broker prohibition from providing any other DDA Waiver program service, besides Support Broker services. If approved, the Support Broker may be paid to provide other DDA Waiver program services for the participant at the rate applicable to that specific service. The DDA will share additional guidance once approved.	4/3/2020

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Essential Staff - Travel Letter	Is there a specific formatted letter which the direct support professionals and other staff can use while traveling to and from work?	No, there is not a DDA formatted letter. However, the DDA recommends that staff carry the following when commuting to and from work or engaging in essential work-related travel: 1. Travel with a letter on your employers letterhead, that includes your name, title, a statement that you are supporting individuals with developmental disabilities, purpose of your travel, and a signature from an authorized agent of the agency or the participant self-directing services; 2. Travel with your agency identification card with a photo (if available) and your State issued identification or similar proof of identification; and 3. Keep a copy of Governor Hogan's official order, for which section (h) states the people that support individuals with developmental disabilities are essential workers. For additional guidance related to essential staff travel, please visit: https://files.constantcontact.com/f401fd14401/1660019e-8512-4fd6-94a1-ab5bf25206f8.pdf	4/3/2020
Self-Directed Services - Essential Staff	Are self-directed services staff considered essential?	Yes. Direct support staff that provide services for individuals in self-direction are considered essential personnel. For additional guidance related to essential staff travel, please visit: https://files.constantcontact.com/f401fd14401/1660019e-8512-4fd6-94a1-ab5bf25206f8.pdf	4/3/2020
Staff - Family Members	Would DDA be open to agencies hiring families to care for their family members?	Yes. Currently the waivers support the provision of extraordinary care for Community Development Services or Personal Supports by legally responsible who are appropriately qualified as noted in the approved waiver applications (Reference: C-2: General Service Specifications (3 of 3)) under both the self-directed and traditional service delivery models. In addition, the DDA has requested additional permission under the federal emergency Appendix K authority for legally-responsible family members (including spouses and parents of minor children) and relatives to provide services under both the self-directed and traditional service delivery models for the following services: Community Living - Group Home, Supported Living, Community Development Services, Personal Supports, and Nursing Services.	4/4/2020
Staffing	Can meaningful day staff work in DDA residential sites?	Yes. Provider agencies are reassigning meaningful day staff to support personal supports or residential services.	4/3/2020

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New Provider Types	Can DDA support other type of service providers that are not current approved during this State of Emergency?	<p>Yes. The DDA has requested permission under the federal emergency Appendix K authority to increase provider options and direct support and clinical staff available for needed service settings during the emergency when approved in other service or educational systems including:</p> <ol style="list-style-type: none"> 1. Residential Services Agencies authorized under the Medicaid Community First Choice program 2. Nursing agencies approved by the Department's Division of Nursing Services may be used for the provision of Nursing Services and Personal Supports 3. Out of State Professionals 4. Providers, Agencies, and Entities authorized, certified, or approved by: Medicaid for Applied Behavioral Analysis, Behavioral Health Administration (BHA), local school systems, nonpublic schools for mental health professionals, Special Education teachers, and Instructional Assistants <p>The DDA will share additional guidance once approved.</p>	4/3/2020
DDA Waiver Applications	Did the State waive the requirement to send hard copy MA applications to EDD during this health crisis?	<p>Yes. To protect individuals, families, and Coordinators of Community Services (CCS), Medicaid waiver processes and requirements were amended including the option for completion telephonically or via a virtual platform and electronic submission to the Department.</p> <p>References: COVID-19 – Complete DDA Medicaid Waiver Application Telephonically/Virtual, Verbal Consent, Electronic Submission, and Financial Redeterminations https://files.constantcontact.com/f401fd14401/de9354d1-0924-48b3-a785-ffa39dca707b.pdf</p> <p>Revised COVID-19 – DDA Medicaid Waiver Application Submission to Eligibility Determination Division https://files.constantcontact.com/f401fd14401/21eaf20a-b361-4ee8-9845-79583d274b5f.pdf</p>	4/3/2020

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Audits and Fiscal Reporting	Can the DDA delay or modify due dates for provider fiscal audits and reporting requirements during this health crisis?	Yes. The DDA has requested permission under the federal emergency Appendix K authority to temporarily extend all associated deadlines with audits and fiscal reporting requirements for service providers during the public health crisis/emergency and for 90 additional days following the end of the State of Emergency. The DDA will share additional guidance once approved.	4/3/2020
CMS Community Settings Requirements	Can the DDA provide exceptions to the federal community settings requirements during this health crisis?	Yes. The DDA has requested permission under the federal emergency Appendix K authority to temporarily not comply with the HCBS settings requirement at 42 CFR 441.301(c)(4)(vi)(D) that individuals are able to have visitors of their choosing at any time, for settings added after March 17, 2014, to minimize the spread of infection during the COVID-19 pandemic. The DDA will share additional guidance once approved.	4/3/2020
Childcare for Health Care Workers	Can DDA Provider DSP and other staff access the temporary day care centers being established in schools for the children of healthcare professionals, emergency responders, etc?	<p>Yes, the order covers children of health care workers in long-term care. We have been advised that this includes group home settings as these employees are critical to the operation of the facility/entity. The Maryland State Department of Education (MSDE) hopes to have a process in place for parents to utilize the child care services. The DDA will share additional information as it becomes available.</p> <p>Note: MSDE has also waived the requirement for children who were absent from daycare for three (3) days to present a doctor's note to be allowed to return to daycare. This waiver applies only to this State of Emergency, it is not a permanent change of policy.</p> <p>Additional Information - http://marylandpublicschools.org/Pages/default.aspx</p> <p>https://earlychildhood.marylandpublicschools.org/early-childhood-grants-programming-and-initiatives-maryland-during-covid-19-state-emergency</p>	4/3/2020

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Self-Directing Services - Personal Protective Equipment (PPE)	Can people self-directing services submit requests for assistance with acquiring Personal Protective Equipment (PPE)?	<p>If a person does not have adequate stock of PPE or sanitary supplies, they should contact their local health department for assistance in identifying local suppliers.</p> <p>In addition, the DDA has requested permission under the federal emergency Appendix K authority for the Fiscal Management Services (FMS) provider to authorize up to \$2000 above the authorized budget to support any of the following (1) increased need in services (e.g., Personal Supports, Community Development Services); (2) increase Support Broker hours, (3) Staff Recruitment; and (4) Personal Protective Equipment/Supplies. The DDA will provide additional information and guidance once approved.</p>	4/3/2020
Provider Payments - FY 20 4th Quarter Payment	Will there be any delay in the FY 20 4th Quarter Prospective Payment to providers?	No. The DDA is working to ensure there is no interruption in the FY'20 4th quarterly payment. DDA will track the payment process as it moves through the Department's fiscal unit and is transferred to the Comptroller's Office. The DDA will communicate with providers if anything changes with the Departments payment process.	4/3/2020
CMT Expirations	Is the Maryland Board of Nursing extending expirations for CMT?	Yes. Pursuant to the Governor's authority under the Constitution and Laws of Maryland, on March 12, 2020, the Governor issued an Executive Order extending the expiration date of all licenses, permits, registrations, and other authorizations issued by any agency of the State of Maryland, including, but not limited to, the Maryland Board of Nursing, until the 30th day after the date by which the State of Emergency is terminated and the catastrophic health emergency is rescinded. You may read the Executive Order by clicking on the following link: https://governor.maryland.gov/wpcontent/uploads/2020/03/Licenses-Permits-Registration.pdf	3/20/2020
DDA Licensing or Certifications Expiration	Will DDA grant extensions for expired/overdue DDA-licensing, DDA-certifications, and training including Mandt training?	Yes. All licenses and certificates that are scheduled to expire during the State of Emergency and catastrophic health emergency are hereby extended until the 30th day after the date by which the State of Emergency is terminated and the catastrophic health emergency is rescinded.	3/20/2020

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Personal Supports - Virtual Supports	Has there been any discussion with the State on permitting Personal Supports Providers the use of technology/virtual sessions to support and engage with individuals whose outcome and ability level would mesh well with such modalities?	Yes, we are supporting social distancing and recommend providers to be created and use virtual technology where possible.	3/20/2020
Self-Direction - Funding Support	Similar to the directive for Providers, teams can make changes as needed and keep receipts/records for later reimbursement by DDA later? Even with no explicit line item already in budget?	<p>The DDA is working with our national association, consultants, Medicaid, and MDH budget staff on federal Medicaid emergency authority options related to new service and expense reimbursement options and exceptions to current service requirements, limits, and staff qualification requirements. We are exploring and advocating for funding and resources to support participants, families and providers. We will keep stakeholders informed as we learn more from our State and federal partners.</p> <p>The DDA recommends that participants keep itemized receipts, detailed records or logs of any services and purchases arising from COVID-19 preparedness or response to illness, and staffing changes needed to accommodate the COVID-19 response.</p>	3/20/2020
Self-Direction - Staff Paid Time Off Budget Modifications	Can the team add PTO without modifying the budget?	<p>The DDA is issuing guidelines and a simplified process for participants' self-directing services to submit requests for service and budget changes directly to the Fiscal Management Service (FMS) providers. One option under the federal emergency authorities includes "retainer" payments that we are exploring for participants who are self-directing. We will keep stakeholders informed as we learn more from our State and federal partners.</p> <p>At this time, the DDA is addressing immediate crisis needs and will not be accepting budget modifications for Paid Time Off. The DDA recommends that participants keep detailed records or logs specific to staffing schedules and interruptions specific to the COVID-19 response such as staff self-exposed and self-isolating, staff tested positive for virus, participant self-isolating, and home self-isolating.</p>	3/20/2020

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Self-Direction - PCP and Budgets Expiring	What should people with expired or soon to expire plans do? Will FMS be given direction to continue paying all invoices timesheets, mileage and other reimbursements despite category balances?	The DDA is extending plans and budgets until a new one can be created. We will be issuing guidelines and instructions to the FMS providers. Coordinators of Community Services (CCS) have been advised to complete person-centered planning meetings virtually using the telephone and other technology. Participants should consider progress on outcome and revisions for their plan and budget and be prepared to share with the CCS.	3/20/2020
Self-Direction - PCP and Budgets Expiring	Will the FMS have permission to extend current plans based on the prior approved budget?	Yes. The DDA is working on guidelines and instructions related to plans and budgets being extended until a new one can be created.	3/20/2020
Self-Direction - Overtime	Can staff (including family members that don't live with the Participants) work overtime if deemed the best option? What to do about that additional cost if the participant budget is not designed to accommodate overtime?	<p>We are exploring under the federal emergency authorities the ability to support family members and overtime. The DDA is issuing guidelines and a simplified process for participants who are self-directing services to submit requests for service and budget changes directly to the FMS providers. Options under the federal emergency authorities that we are exploring include the use of legal guardians and spouses and service limit exceptions. We will keep stakeholders informed as we learn more from our State and federal partners.</p> <p>The DDA recommends that participants keep detailed records or logs specific to staffing schedules and supports.</p>	3/20/2020
Self-Direction - Staff Requirements	When hiring staff during this emergency, what will the requirements be for CPR, First Aid, CMT?	<p>We are exploring under the federal emergency authorities the ability to have exceptions to staff qualifications while also protecting participants and ensuring health and safety. It is important that all staff must receive training on any participant's Person-Centered Plans (PCP) including Behavioral Plans and Nursing Care Plans for whom they are providing support. Training on the PCP must at a minimum consist of basic health and safety support needs for that person.</p> <p>We are gathering resources related to online CPR training and extensions of expired certifications for Certified Medication Technician (CMT), etc. During this crisis, the person and their authorized representatives can train family, friends, etc. on support needs.</p>	3/20/2020

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Self-Direction - 45 Day Nursing Assessment	Can the team elect to either defer their 45 day nursing delegation home visit or elect to have it by phone rather than expose themselves by having a visitor who may also be visiting many other people?	The 45-day assessment is established by the Maryland Board of Nursing, (COMAR regulations) and we do not have the authority to issue that change. However, it is the responsibility of the nurse to make decisions and take actions consistent with his/her obligation to provide optimal care and protect the health and safety of the people they support as well as their own health and safety. Therefore, during this State of Emergency, a nurse may make the decision to avoid an in-person contact based on their assessment of the person's health and their environment and conduct phone, skype, or other virtual means.	3/20/2020
Self-Direction - No Caregivers	What is the plan for the worst case scenario... person in SDS... primary and secondary support people unable to provide for them? What should families do when they realize they are approaching a true emergency involving the need for caregivers? Can DDA issue specific guidelines for this scenario?	<p>In this unprecedented State of Emergency our highest priority is to the health, safety and well-being of participants, families, provider staff, and all Marylanders. The DDA understands the tremendous strain and increased demands and staffing constraints on people self-directing services and providers.</p> <p>Individuals, families and providers are exploring and implementing creative strategies to support participants. Neighbors, religious affiliations, displaced workers, etc. are providing a new workforce to tap into. To support these efforts, the DDA will authorize an increase of Support Brokers hours so they can also provide assistance with securing new staff.</p> <p>In the event that new supports cannot be identified and primary, secondary, and emergency back-up plans are not feasible, the DDA Regional Offices are available to assist with exploring supports from providers and other options.</p>	3/20/2020
Self-Direction - Support While Hospitalized	In the case of hospitalization, can staff be paid to be with the individual if indicated and no unpaid caregiver is available?	<p>The ability to provide support while a person is in the hospital is one of the opportunities under the federal emergency authorities that we are pursuing. We will keep stakeholders informed as we learn more from our State and federal partners.</p> <p>The DDA recommends that participants keep detailed records or logs specific to staffing supports while a person is hospitalized.</p>	3/20/2020

Topic	Question	DDA Response	Posted
Self-Direction - Personal Supports Increased	What about SD participants who participate in medical day programs or other day programs? They may no longer be attending those programs, but their budgets for personal supports at home are typically small. How can their budgets be quickly adjusted to accommodate an additional 30 hours per week of personal supports?	<p>The DDA is working with the FMS agencies to develop a simple process to approve budget changes including increases to personal supports to meet the needs of the person during the COVID-19 crisis. Personal Supports can include remote and virtual supports for people that only require verbal cuing.</p> <p>The ability to exceed service limits is one of the opportunities under the federal emergency authorities that we are pursuing. We will keep stakeholders informed as we learn more from our State and federal partners.</p> <p>The DDA will be issuing guidelines to submit requests for service and budget changes directly to the FMS providers. The DDA recommends that participants keep detailed records or logs specific to staffing schedules and day program closures.</p>	3/20/2020
Self-Direction - Budget Modifications	Do these simple changes/modifications have to go through a CCS, or can the other team members do it? What happens if CCS is sick and or the capacity of the FMS to process the avalanche of requests is diminished? Would it make sense for teams to submit an emergency plan and take action immediately rather than waiting for the FMS to respond?	The DDA is working with the FMS agencies to develop a simple process to approve budget changes to meet the needs of the person during the COVID-19 crisis related to recruitment, staffing and services. We will be issuing guidelines to submit requests for service and budget changes directly to the FMS providers. The DDA recommends that participants keep itemized receipts, detailed records or logs of any services or purchases arising from COVID-19 preparedness or response to illness, and staffing changes needed to accommodate the COVID-19 response.	3/20/2020
Self-Direction - Budget Expiring	Can DDA take proactive measures for end of fiscal year? Please immediately issue a statement that existing budgets will be carried over to FY 2021.	The DDA is extending plans and budgets until a new one can be created. We will be issuing guidelines and instructions to the FMS providers. CCS have been advised to complete person-centered planning meetings virtually using the telephone and other technology. Participants should consider progress on outcome and revisions for their plan and budget and be prepared to share with the CCS.	3/20/2020

Topic	Question	DDA Response	Posted
Self-Direction - Staff Paid Time Off Budget Modifications	Will DDA give FMS maximum flexibility and authority to make quick needed changes and payments?	The DDA is working with the FMS agencies to develop a simple process to approve budget changes to meet the needs of the person during the COVID-19 crisis related to recruitment, staffing and services. We will be issuing guidelines to submit requests for service and budget changes directly to the FMS providers. The DDA recommends that participants keep itemized receipts, detailed records or logs of any services or purchases arising from COVID-19 preparedness or response to illness, and staffing changes needed to accommodate the COVID-19 response.	3/20/2020
Hotline	Can the DDA set up a hotline for self-directed families to send questions or make calls?	We have established a dedicated email for which Self-Directed participants can submit questions at dda.toolkitinfo@maryland.gov	3/20/2020
Quarantine	If a residential “quarantine” is necessary, should the provider community quarantine “in place” or bring the person supported to medical facility since the basis for the quarantine would be health related?	<p>The DDA recommends that the person quarantine “in place” and follow medical guidance. The DDA expects that every Community Provider is implementing its Emergency Plan. If an agency has created a specific COVID-19 emergency plan, they must submit the COVID-19 plan to the Regional Office, so they are aware. As per MDH and Centers Disease Control and Prevention (CDC) guidelines, the provider should do the following:</p> <ul style="list-style-type: none"> · If a person with developmental disabilities exhibits the symptoms of COVID-19 and has any of the following exposures, they should seek medical attention right away. · If the individual is also an older adult or has underlying medical conditions, their healthcare provider must be contacted, even if their illness is mild. Call ahead before bringing the individual to a doctor’s office or emergency room, so they can prepare and protect others in the area. If possible, have the individual wear a face mask. · If a residential services provider is required to relocate due to an emergency temporarily, they must notify the Regional Director for that region of all the individuals that are being relocated, the address of the new site, and provide a contact number for the new site. While the choice and opinion of individuals with developmental disabilities should always be considered, the DDA expects Community Providers to prioritize the health and safety of the individuals they serve. 	3/20/2020

Topic	Question	DDA Response	Posted
Day Program Closure - Provider Support	If there are closures of any day programs, what is the expectation for those persons who receive both day and residential supports? Note that residential providers cannot be entirely responsible for extensive day coverage when staffing models do not exist for that scenario.	In this unprecedented State of Emergency, our highest priority is to the health, safety, and well-being of individuals with developmental disabilities, families, staff, and all Marylanders. The DDA understands the increased demands and staffing constraints for residential providers. Some day and residential providers are partnering to utilize day program staff (that are not able to work due to closures) and deploying day staff to the residential settings. The DDA is committed to ensuring that service providers have funding to continue operations during this time. To that end, the DDA is working with Medicaid on federal emergency options and will provide details early next week.	3/20/2020

Topic	Question	DDA Response	Posted
Quarantine	Some are concerned about how to quarantine a person in their homes and how providers will maintain the individual rights of people with disabilities who refuse to be quarantined in their rooms or in their group home?	<p>Quarantines are to protect the health of the general public, which outweighs the individual's right to go out in public. The provider should explain to the person with developmental disabilities why they were quarantined, and the precautions are taken to prevent new infections, to follow.</p> <p>The Community Provider should notify their local health officer if an individual is not following quarantine orders. Group or shared homes serving a quarantined person should follow infection control measures recommended for homes and residential communities, including:</p> <ul style="list-style-type: none"> · Separate the quarantined individual by using separate bed and bathrooms, when possible · Call and notify health care professionals before going to appointments to notify them that the a person with developmental disabilities has or is currently being evaluated for COVID-19 · Ask the quarantined person to wear a face mask while they are in the same room as others, or have others wear a face mask while in the same room as the quarantined person · Avoid sharing household items like dishes, glasses, utensils, towels, and bedding · Clean hard surfaces and high touchpoints in the home with a diluted bleach solution or EPA-approved household disinfectant at least once a day · To make a diluted bleach solution add ¼ cup of bleach to 1 gallon of water · Wear disposable gloves while handling soiled laundry or bedding from the quarantined individual. Wash and dry laundry with the warmest temperature recommended on the item's label. · Limit or restrict visitors who do not need to be in the home <p>It is important for providers to consider each person's unique needs, disability, behavior, or idiosyncrasy as quarantine requirements may trigger new challenges and behaviors. The provider may need to put in place new behavioral support</p>	3/20/2020
Residential Provider - Funding	What funding mechanisms will be created to cover the costs for a residential provider to provide supports 24/7 if there is no day supports option?	The DDA is committed to ensuring that service providers have funding to continue operations during this time. To that end, DDA will provide details early next week. We anticipate, however, that the process may be similar to the weather-related closure used in the past. We are also working with Medicaid and CMS for further guidance on using 1135 Waivers and Appendix K to support Maryland to COVID-19 for 1915(c) Home and Community-Based Services (HCBS) Waivers.	3/20/2020

Topic	Question	DDA Response	Posted
Residential Services - Relocation	What if relocation to a new residential site is required; how will a person's "choice" be considered if a health concern arises?	<p>The DDA will support providers' decisions on the best place to relocate a person they are supporting in their residential home. The DDA recommends ensuring the person is informed that their relocation is to support their health needs temporarily. This move will need to be communicated to the DDA regional office with the name of the person, what address the person is moving from and to by emailing the regional director at the following email address:</p> <p>Western Region - cathy.marhall@maryland.gov Eastern Shore - kimberly.gscheidle@maryland.gov Southern Region - onesta.duke@maryland.gov Central Region - nicholas.burton@maryland.gov</p>	3/20/2020
Meaningful Day Services	Will there be an exemption related to service definitions/expectations for services for all day supports - including employment related services - as access to community settings becomes ill-advised and more limited?	The DDA is working with Medicaid and Centers for Medicare and Medicaid Services (CMS) for further guidance on using 1135 Waivers and Appendix K to support changes to the Waiver program during emergencies such as the COVID-19. We are exploring flexibility related to service requirements, community-integrated setting activities, habilitative services, and other options.	3/20/2020
Emergency Funding	Will any of the emergency funding recently approved by the Governor be available to Community DD providers and people who self-direct to cover various costs and lost revenue related to the need to close day services to prevent illness spread, funding for increased staffing expenses, the purchase of extra supplies (personal protective equipment for staff and people with disabilities) as well as emergency medication supplies and food needed?	The DDA is currently coordinating with MDH to determine how emergency funding will be allocated. The DDA recommends that providers keep itemized receipts, detailed records or logs of any purchases arising from COVID-19 preparedness response to illness, and staffing changes needed to accommodate the COVID-19 answer. The DDA will is in close contact with MDH leadership to ensure providers are kept abreast of how emergency funding will be allocated.	3/20/2020

Topic	Question	DDA Response	Posted
Personal Protective Equipment (PPE) and Supplies	We are already seeing supplies being depleted in stores, and Providers have noticed hard-to-find items disappearing from the group homes as well such as sanitizer, first aid supplies and Personal Protective Equipment (gloves and masks). When shortages of supplies occur, what does DOH, DDA recommend?	Due to supply chain disruptions, numerous service providers across the state are reporting there need for Personal Protective Equipment (PPE). In order to assist with these needs and in planning for the potential depletion of inventory of PPE, the DDA is working with Maryland Emergency Management Agency (MEMA) to compile and prioritize PPE resource requests from DDA providers. The DDA is asking that the requested information be provided to DDA promptly. See memo with accompanying instructions at https://files.constantcontact.com/f401fd14401/fae081ab-962a-4a32-85c9-4218a65a31e9.pdf	3/20/2020
Coordinators of Community Services - Monitoring, Annual Reviews, and Person-Centered Plans	How will CCSs operate in the event of a local outbreak or quarantine? What about mandatory visits and annual reviews? Will PCPs be automatically extended if meetings are delayed?	The DDA is working with Maryland Medicaid on strategies to support Coordinators of Community Services and the flexibility related to meetings and monitoring. Please see the guidance given in the toolkit here: https://files.constantcontact.com/f401fd14401/eb8f4ef7-2c74-4695-93a2-1ae6450b010f.pdf	3/20/2020
Personal Protective Equipment (PPE) and Supplies	Will MDH provide PPE supplies to DDA-licensed community providers?	Due to supply chain disruptions, numerous service providers across the state are reporting their need for Personal Protective Equipment (PPE). In order to assist with these needs and in planning for the potential depletion of inventory of PPE, the DDA is working with Maryland Emergency Management Agency (MEMA) to compile and prioritize PPE resource requests from DDA providers. The DDA is asking that the requested information be provided to DDA promptly. See memo with accompanying instructions at: https://files.constantcontact.com/f401fd14401/fae081ab-962a-4a32-85c9-4218a65a31e9.pdf	3/20/2020
Meaningful Day Services - In Lieu of Day	Can funding be made available (historically known as “in lieu of day” support) so that residential providers can be paid to keep people safe during the day?	The DDA is committed to ensuring that service providers have funding to continue operations during this time and will provide details on this matter as they become available to the DDA. The DDA anticipates that the process may be similar to the weather-related closure used in the past years. Also, the DDA is working with Maryland Medicaid and Centers for Medicare and Medicaid Services (CMS) for further guidance on using 1135 Waivers and Appendix K 1915(c) Home and Community-Based Services (HCBS) Waivers to support Maryland’s COVID-19 efforts.	3/20/2020

Topic	Question	DDA Response	Posted
Meaningful Day Services - Absence Days	Can Day Program "absence days" be made available so that day programs, who are closing to comply with guidance from the Governor, have access to funding they will need to pay staff using leave and overhead?	The DDA is committed to ensuring that service providers have funding to continue operations during this time and will provide details on this matter as they become available to the DDA. The DDA anticipates that the process may be similar to the weather-related closure used in the past years. Also, the DDA is working with Maryland Medicaid and Centers for Medicare and Medicaid Services (CMS) for further guidance on using 1135 Waivers and Appendix K 1915(c) Home and Community-Based Services (HCBS) Waivers to support Maryland's COVID-19 efforts.	3/20/2020
DDA Provider - Participant with Covid 19 Coronavirus	How should DD providers proceed if they have a confirmed case of COVID-19, either in staff or in someone who uses supports? Is closure mandatory? Is quarantining the infected person mandatory?	All DDA providers must follow the Centers for Disease Control and Prevention (CDC) and the MDH standards and guidance. The DDA shared information and various resources related to current guidance, including safety standards for people being supported and staff. See link here: https://files.constantcontact.com/f401fd14401/eb8f4ef7-2c74-4695-93a2-1ae6450b010f.pdf	3/20/2020
Department of Labor (DOL)	What are the protocols for staff in working with someone who is quarantined in a residential home? Are there requirements for staffing homes or sites with someone who is infected? Can providers "require" staff to stay on duty for extended periods of time (up to two weeks or more)? What is the guidance from the FLSA or DOL?	The DDA recommends that every provider follow the guidance from the Department of Labor related to shift/hours and union requirements if applicable. See link https://www.dol.gov/agencies/whd/flsa/pandemic .	3/20/2020
Staffing - Day staff working in residential sites	Can providers utilize direct support staff from other DD agencies that have closed their programs, to work in residential programs on a temporary basis?	The DDA is in support of providers working with each other to assist with staff shortage. We encourage that the direct support professional staff be given the proper education and support needed to be able to know the person they are supporting so that they can meet the person's needs.	3/20/2020

Topic	Question	DDA Response	Posted
Self-Direction	What will DDA do to ensure that people who self-direct remain safe? Can they pay family members or neighbors in the short-term to replace regular paid staff and if so, what is the rate they can pay? Can hiring process requirements be waived in this emergency as long as the individual knows and trusts the caregiver they hire?	The DDA stands ready to support Marylanders with developmental disabilities during this critical time, including individuals in self-directed services. Self-Directed individuals should activate their emergency backup plan. The DDA is exploring options for more flexibility and exceptions to hiring staff and qualification standard under the 1135 Waivers and Appendix K authority. Also, the DDA is exploring flexibility related to the requirements of the staff, training, and background checks as long as the person or their guardian is the one's choosing their staff. The rate should be the usual and customary rate they currently pay their staff. The DDA is exploring flexibility related staff requirements while also protecting the health and welfare of participants. For residential services, providers will need to consider all residents in the home.	3/20/2020
Child Care	Can resources be made available, or can providers be compensated to provide informal childcare in their administrative sites?	At present, the Maryland State Department of Education (MSDE) has given the DDA preliminary guidance that Direct Support Professionals in group homes are considered critical staff and that MSDE will have a process in place for parents to utilize and access the childcare centers across Maryland.	3/20/2020
ePREP	Will DDA continue to process Provider ePREP applications?	Yes. Please continue to submit ePREP applications. The DDA will continue to review ePREP applications and support providers remotely.	3/20/2020
PCP	Will PCPs continue to be developed, submitted, and authorized?	Yes. CCS can conduct meeting remotely and submit PCPs. The DDA will continue to review, seek clarifications (as needed) and authorize plans.	3/20/2020
DDA Site Visit	Will DDA conduct site visits during this State of Emergency?	The DDA will only conduct provider site visit when there are immediate jeopardy or infection control concerns.	3/20/2020
OHCQ Site Visit	Will OHCQ conduct surveys and site visits during this State of Emergency?	The OHCQ will only conduct investigations and site visits for: 1. Complaints and facility-reported incidents triaged as an immediate jeopardy, Type 1A; 2. Licensure of new sites approved by the DDA and forwarded to OHCQ; 3. Complaints or facility-reported incidents alleging or related to serious infection control issues (not merely the lack of PPE); 4. Complaints or facility-reported incidents involving children receiving services; 5. Biannual surveys of providers serving children; 6. Offsite administrative reviews of complaints and facility-reported incident; 7. Offsite administrative reviews of complaints or facility-reported incidents related to abuse or neglect with onsite investigations that meet one of the above criteria; and 8. Off-site mortality reviews with on-site investigations that meet one of the above criteria.	3/20/2020